West Lothian Council

HR21 Employee & Manager Self Service

Manager User Guide

HR Services
January 2015 – Version 10

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1. WHAT IS HR21

HR21 is a secure online system which allows you to view and update general HR information. The table below provides an overview of access rights. Access rights are determined by the user's profile; Manager or Employee. Managers are only able to access certain parts of an employee's record.

The table below shows the information that can be viewed and/or updated by both employees and managers.

Details	Manager	Employee
Personal details	View	Update
Home address and contact details	View	Update
Contact details for next of kin	View	Update
Current position details	View	View
The grade of your current post	View	View
Allowances paid to you	View	View
Previous payments		View
Bank Account details		View
Your tax code		View
Last salary paid to you		View
Deductions from salary		View
Your pension contribution rate		View
Pay adjustments		View
Payslip		View/Print
Sick Leave	View	View
Maternity / Paternity leave	View	View
Leave for family care purposes	View	View
Sickness Trigger Record	View	
Equal Opportunities Monitoring		Update
Overtime claims	Authorise	Update
Mileage and expenses	Authorise	Update
Licences & Cert. Details	Update	View
Reports – Designated Managers only	View/Print	

2. PASSWORD PROTECTION

Employee Self Service is designed with security and accessibility in mind.

2.1 Password Rules

All passwords must contain at least 8 characters and a mix of alphabetical letters and special characters e.g. / * ^ & % and must end in a number.

E.g. Selfservice/9

Users can change their password whenever they wish, however passwords are only valid for 60 days and you are unable to re-use previous passwords.

2.2 Password Expiry

The system will notify you in advance of your password expiring. A message will be displayed when you log in. “Password has expired” – You must repeat the old password in pink box then create a new password. Access has been denied

2.3 Locked Accounts/Password Resets

If an incorrect password is entered a message advising you of this is shown and after three attempts you will be locked out of system. If you have require unlocked or have forgotten your password and require your password to be reset you should email HR21 helpdesk at: HR21Queries@westlothian.gov.uk and your password will be reset.

The reset password that is sent by email from HR21 Queries is classed as your old password which should be entered in the pink box.

If you have not saved the link to your Favourites / Desktop please click on link which can be found on the email sent by HR.

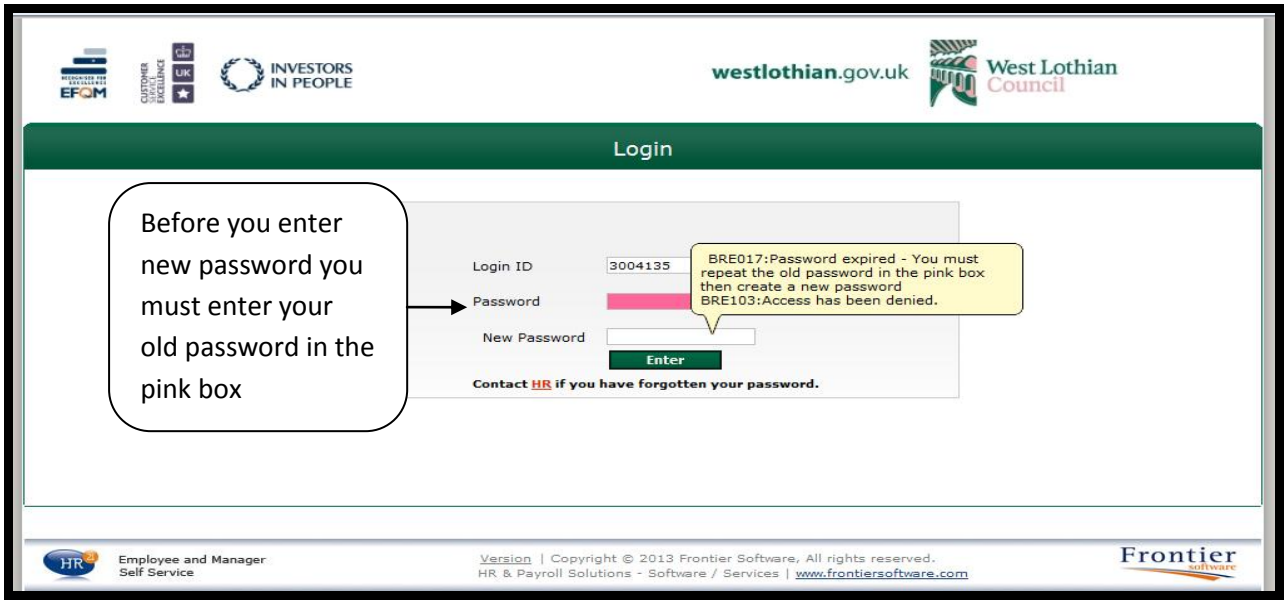
3. GETTING STARTED

You can access HR21 through My Toolkit – HR Services – Employee Self Service - or by going to https://hr21.westlothian.gov.uk

(Please note that the system can only be accessed from a PC connected to the council network)

When you are first set up on the system you will receive confirmation of your login ID and password from HR Services. Your login ID is your employee number and you will be required to create a new password the first time you login to the system

This is the screen which will appear when you have entered the one time password issued by HR, before you create a new password you must re-enter your old password in the pink box (Passwords issued by HR becomes your "old password")


INVESTORS IN PEOPLE
westlothian.gov.uk
West Lothian Council
Login
Before you enter new password you must enter your old password in the pink box
Login ID
3004135
Password
New Password
Enter
BRE017:Password expired - You must repeat the old password in the pink box then create a new password
BRE103:Access has been denied.
Contact HR if you have forgotten your password.
Employee and Manager Self Service
Version | Copyright © 2013 Frontier Software, All rights reserved.
HR & Payroll Solutions - Software / Services | www.frontiersoftware.com
Frontier

Do not use the back button, to navigate through screens as this will lock you out of the system. To go back to a previous screen click on *Previously Visited Pages*.

There is an online help function and relevant user information provided on each screen.

When you log in, your own personal details will appear on the tool bar.

INVESTORS IN PEOPLE
westlothian.gov.uk
West Lothian Council
Staff
Payroll
Leave
HR
Options
Staff Member 9999996 Title Mrs Surname & Initials Testor T First Name Test Date Joined 28/10/2011 Position HR Manager
Details
Employee and Manager Self Service
Site Map | Version | Copyright © 2012 Frontier Software, All rights reserved.
HR & Payroll Solutions - Software / Services | www.frontiersoftware.com
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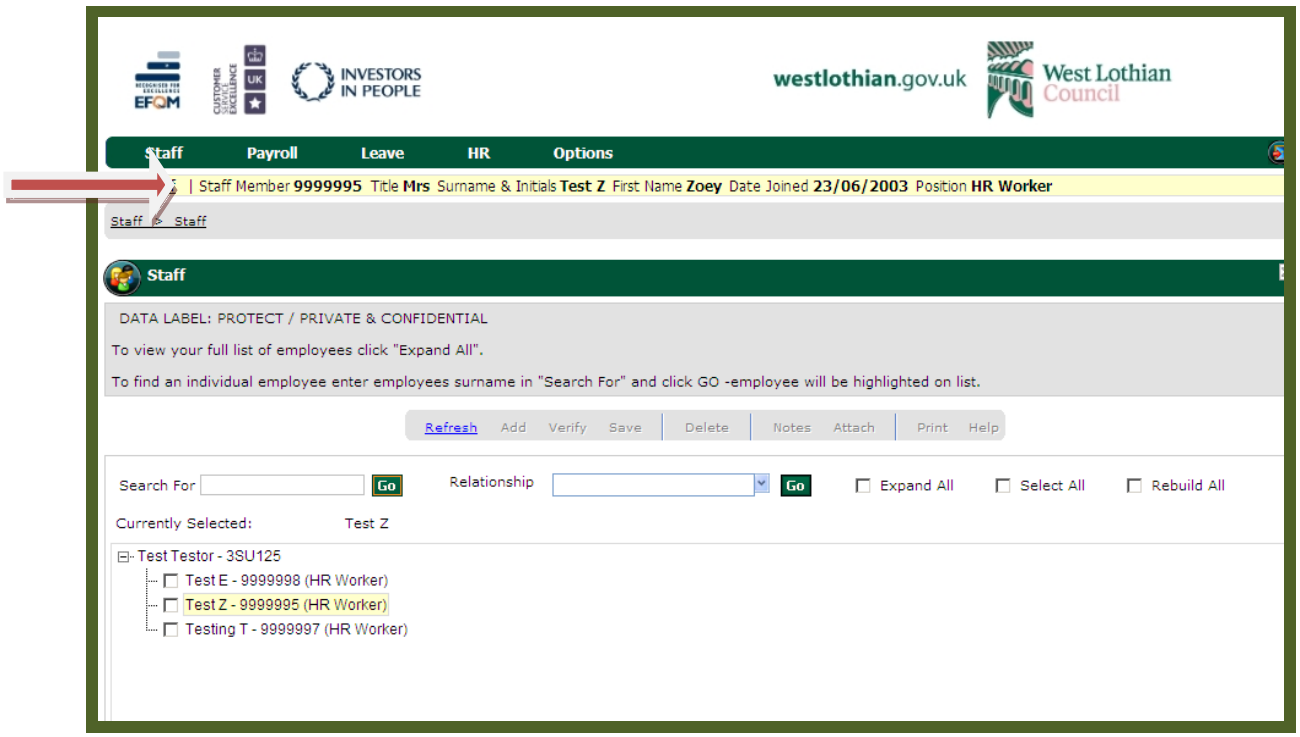
4. HOW TO VIEW YOUR STAFF

4.1 Staff

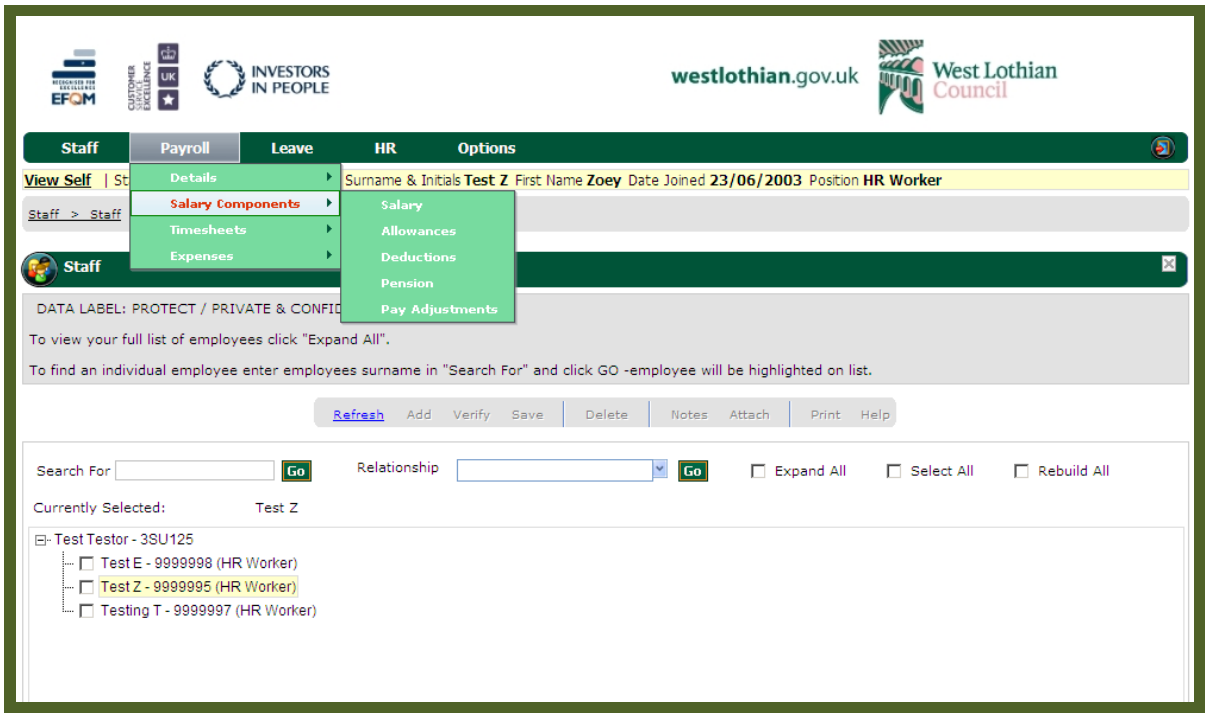
Clicking on the **Staff** option from the **Staff** drop down menu will bring up a list of all the employees who report to you.

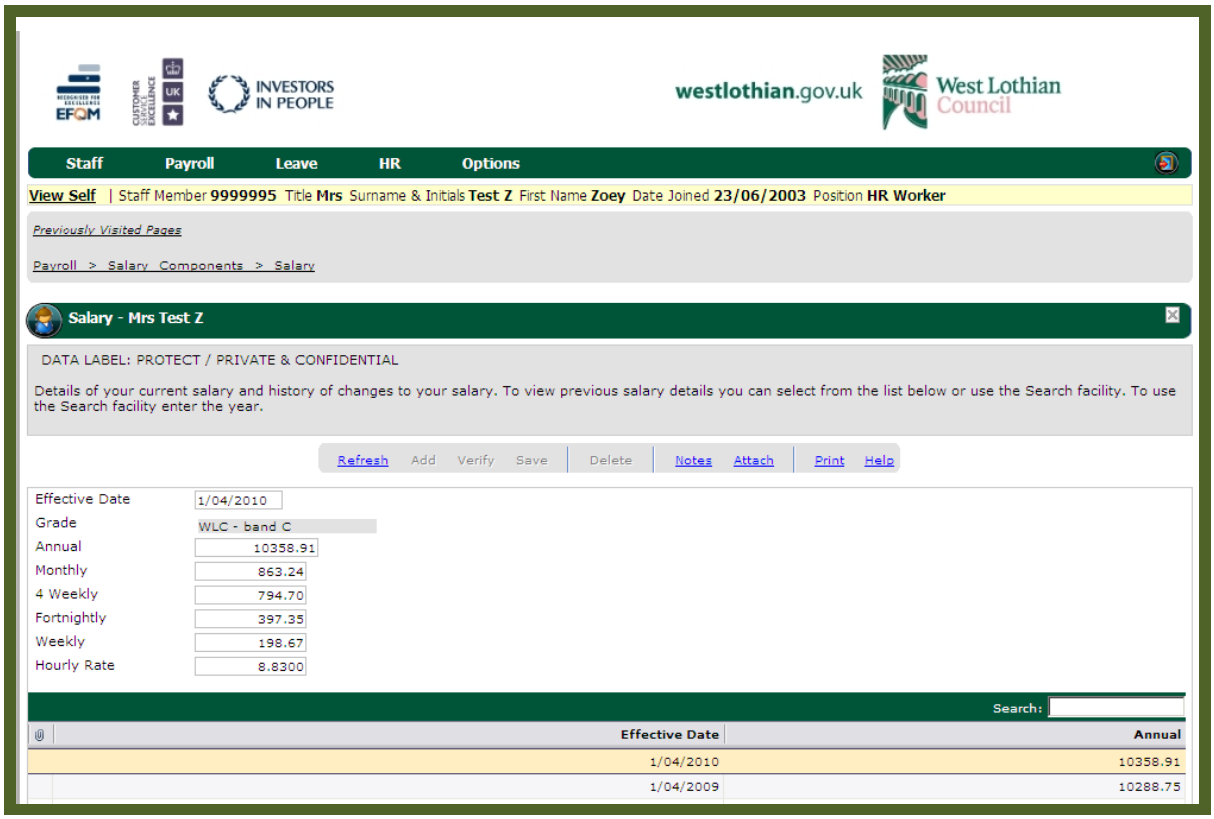
To access a record click on the employee name and their details will appear in the tool bar.


INVESTORS IN PEOPLE
westlothian.gov.uk
West Lothian Council
Staff
Payroll
Leave
HR
Options
| Staff Member 9999995 Title Mrs Surname & Initials Test Z First Name Zoey Date Joined 23/06/2003 Position HR Worker
Staff > Staff
Staff
DATA LABEL: PROTECT / PRIVATE & CONFIDENTIAL
To view your full list of employees click "Expand All".
To find an individual employee enter employees surname in "Search For" and click GO -employee will be highlighted on list.
Refresh Add Verify Save Delete Notes Attach Print Help
Search For Go
Relationship Go
Expand All
Select All
Rebuild All
Currently Selected: Test Z
Test Testor - 3SU125
Test E - 9999998 (HR Worker)
Test Z - 9999995 (HR Worker)
Testing T - 9999997 (HR Worker)

4.2 Payroll

The Payroll drop down menu is where you will find details of salary and any related allowances that are paid to members of your team.



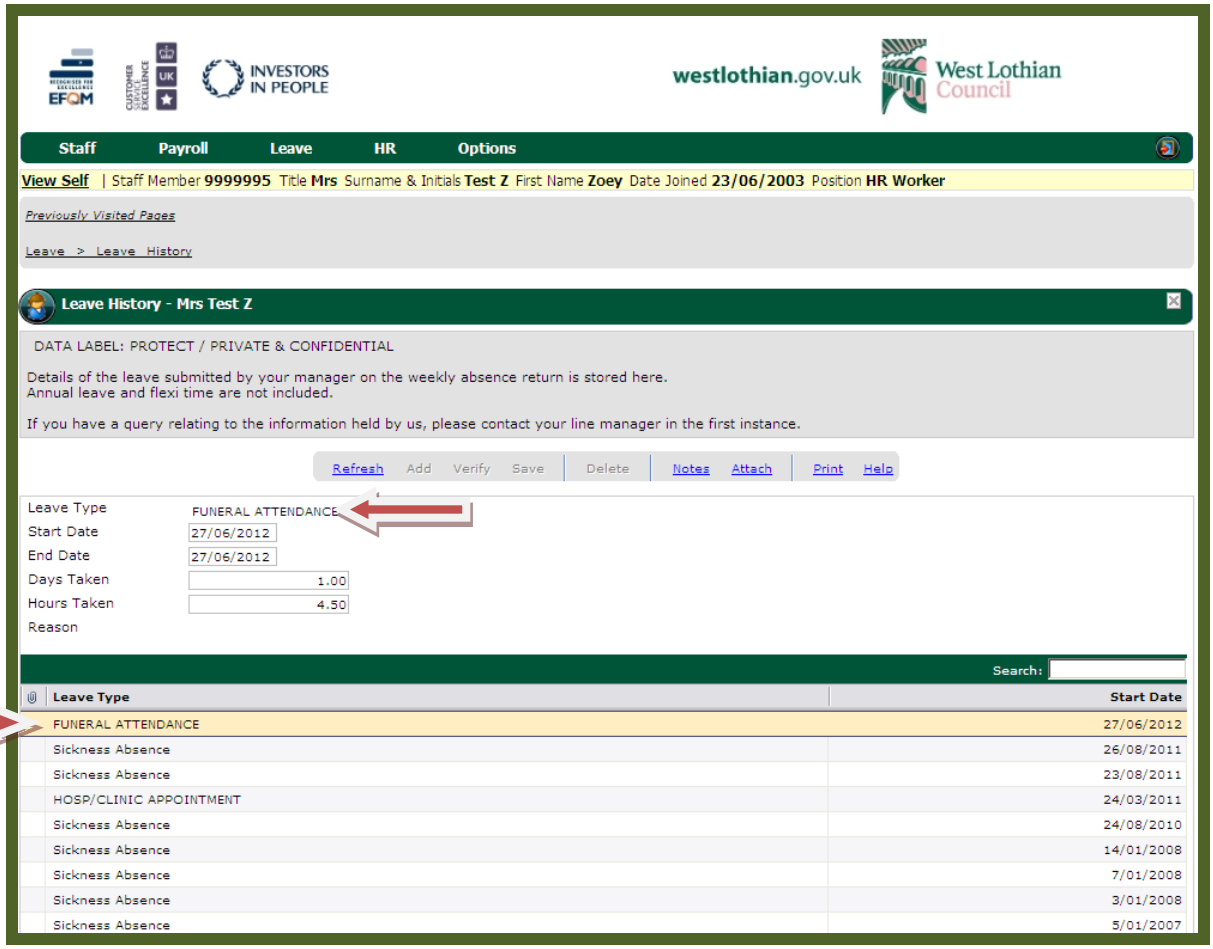

westlothian.gov.uk
West Lothian Council
Staff
Payroll
Leave
HR
Options
View Self | Staff Member 9999995 Title Mrs Surname & Initials Test Z First Name Zoey Date Joined 23/06/2003 Position HR Worker
Previously Visited Pages
Payroll > Salary Components > Salary
Salary - Mrs Test Z
DATA LABEL: PROTECT / PRIVATE & CONFIDENTIAL
Details of your current salary and history of changes to your salary. To view previous salary details you can select from the list below or use the Search facility. To use the Search facility enter the year.
Refresh Add Verify Save Delete Notes Attach Print Help
Effective Date 1/04/2010
Grade WLC - band C
Annual 10358.91
Monthly 863.24
4 Weekly 794.70
Fortnightly 397.35
Weekly 198.67
Hourly Rate 8.8300
Search:
Effective Date
Annual
1/04/2010 10358.91
1/04/2009 10288.75

As a manager you do not have access to view details of pay deductions, pension contributions or pay adjustments for your employees.

4.3 Leave

Selecting **Leave History** from the **Leave** drop down menu provides information on any periods of absence your employees have had including sickness absence, maternity leave, strike days any other unpaid leave.

Annual leave and any flexi leave taken are not recorded here.


INVESTORS IN PEOPLE
westlothian.gov.uk
West Lothian Council
Staff
Payroll
Leave
HR
Options
View Self | Staff Member 9999995 Title Mrs Surname & Initials Test Z First Name Zoey Date Joined 23/06/2003 Position HR Worker
Previously Visited Pages
Leave > Leave History
Leave History - Mrs Test Z
DATA LABEL: PROTECT / PRIVATE & CONFIDENTIAL
Details of the leave submitted by your manager on the weekly absence return is stored here.
Annual leave and flexi time are not included.
If you have a query relating to the information held by us, please contact your line manager in the first instance.
Refresh Add Verify Save Delete Notes Attach Print Help
Leave Type FUNERAL ATTENDANCE
Start Date 27/06/2012
End Date 27/06/2012
Days Taken 1.00
Hours Taken 4.50
Reason
Search:
Leave Type
Start Date
FUNERAL ATTENDANCE 27/06/2012
Sickness Absence 26/08/2011
Sickness Absence 23/08/2011
HOSP/CLINIC APPOINTMENT 24/03/2011
Sickness Absence 24/08/2010
Sickness Absence 14/01/2008
Sickness Absence 7/01/2008
Sickness Absence 3/01/2008
Sickness Absence 5/01/2007

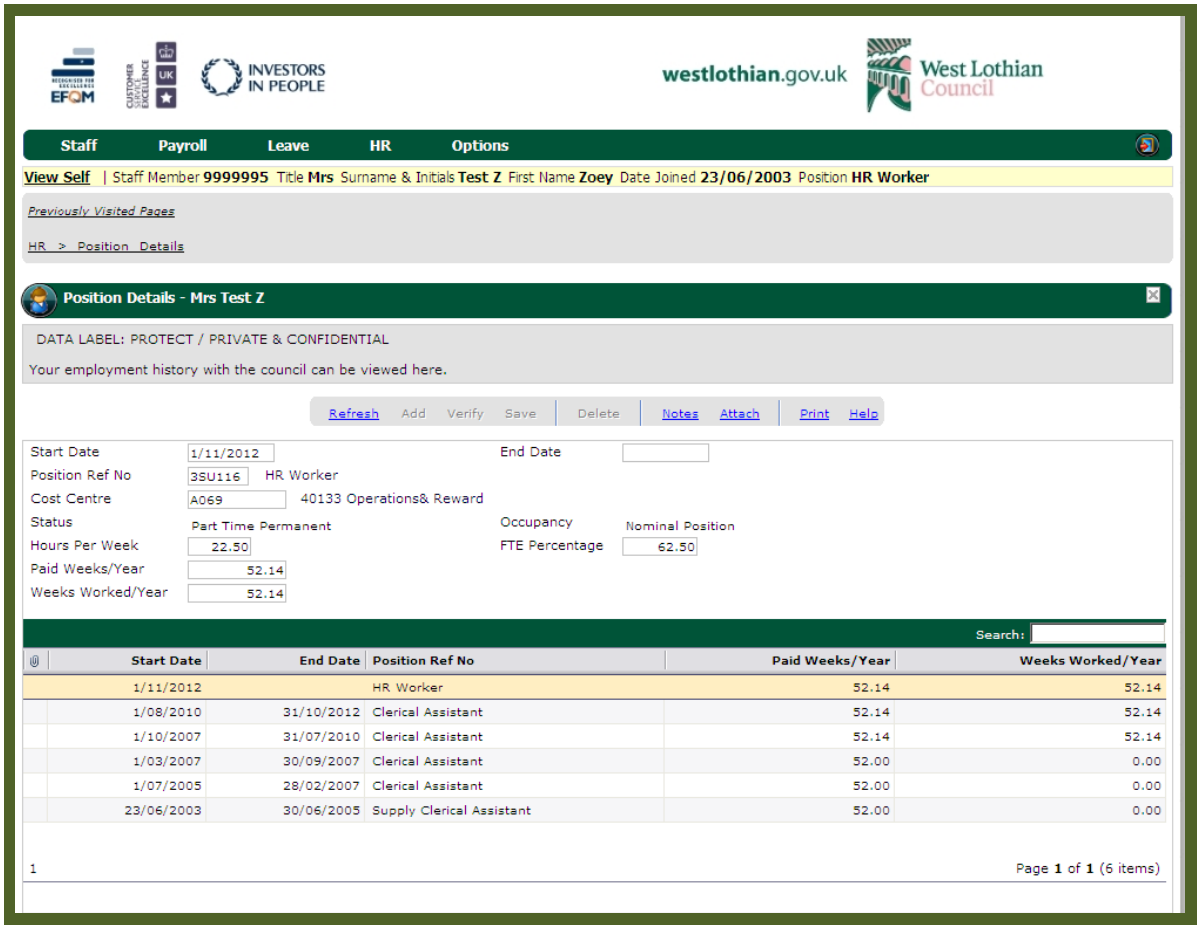
To access a record click on an absence from the list and the reason and duration of the absence will be displayed.

Selecting **Sickness Trigger Record** from the **Leave** drop down menu will allow you to view the details of any employees within your team who have reached the corporate trigger level and, where this information has been returned to HR, the details of what action has been taken as a result of this.

4.4 HR

The HR drop down menu provides access to employee information including home address and contact details.

You will also find position information including hours and place of work.


westlothian.gov.uk
West Lothian Council
Staff
Payroll
Leave
HR
Options
View Self | Staff Member 9999995 Title Mrs Surname & Initials Test Z First Name Zoey Date Joined 23/06/2003 Position HR Worker
Previously Visited Pages
HR > Position Details
Position Details - Mrs Test Z
DATA LABEL: PROTECT / PRIVATE & CONFIDENTIAL
Your employment history with the council can be viewed here.
Refresh Add Verify Save Delete Notes Attach Print Help
Start Date 1/11/2012
End Date
Position Ref No 3SU116 HR Worker
Cost Centre A069 40133 Operations& Reward
Status Part Time Permanent
Occupancy Nominal Position
Hours Per Week 22.50
FTE Percentage 62.50
Paid Weeks/Year 52.14
Weeks Worked/Year 52.14
Search:
Start Date | End Date | Position Ref No | Paid Weeks/Year | Weeks Worked/Year
1/11/2012 HR Worker 52.14 52.14
1/08/2010 31/10/2012 Clerical Assistant 52.14 52.14
1/10/2007 31/07/2010 Clerical Assistant 52.14 52.14
1/03/2007 30/09/2007 Clerical Assistant 52.00 0.00
1/07/2005 28/02/2007 Clerical Assistant 52.00 0.00
23/06/2003 30/06/2005 Supply Clerical Assistant 52.00 0.00
1
Page 1 of 1 (6 items)

5. DRIVING LICENCES, INSURANCE AND VEHICLE MAINTENANCE

Heads of Service must arrange to carry out a review of the driving licences for all employees undertaking business mileage, and review insurance and vehicle maintenance details of those employees agreeing to use their own vehicle for business mileage. Thereafter those documents must be reviewed on an **annual** basis. Full details of the policy requirements can be found at:

http://www.westlothian.gov.uk/CHttpHandler.ashx?id=1665&p=0

5.1 NEW USERS (Employees using own car for business journeys)

5.1.1 Own Vehicle Use Authorisation Application Form

Managers must ensure that all new users who are to use their own car on Council business complete an Own Vehicle Use Authorisation form. This form can be found at: http://www.westlothian.gov.uk/CHttpHandler.ashx?id=1670&p=0

The application must be authorised by the Head of Service prior to an employee using their own vehicle on council business. In authorising the application, Heads of Service must confirm that the employee's necessary documentation (Driving Licence, Insurance, and Vehicle Maintenance) is current and valid. Thereafter, those documents must be reviewed on an annual basis by the line manager

Forms should be retained by relevant service. Employees are not required to complete an annual renewal form

If at any time an employee is no longer eligible to use their own car, expiry dates in this screen should be amended accordingly.

5.1.2 Adding New Users

Managers are required to add all document details for new users. Once the documents have been verified you should

- Select the relevant employee from your **Staff** list
- Select **Licences & Cert. Details** from the **HR** drop down menu
- Click on **Add**
- Select document type
- Enter date document checked in “First Checked”
- Expiry Date will **automatically update**
- If employee’s car is **not eligible** for an MOT at this time – Date of car registration should be entered in “First Checked” and Expiry Date should be changed to three years from date of car registration
- When adding driving licence also enter expiry date of 10 year photo driving licence card
- Tick “Required for mileage claims” (this must be ticked or employee will not be able to submit a claim)
- Tick Valid Own Vehicle Use Form (Employee has completed form and it has been authorised by their Head of Service)
- Click **Save**
- Follow same process for each document to be added

5.2 Annual Review of Existing Users

At the annual review period, managers are required to update details of the expiry and review dates for the following:

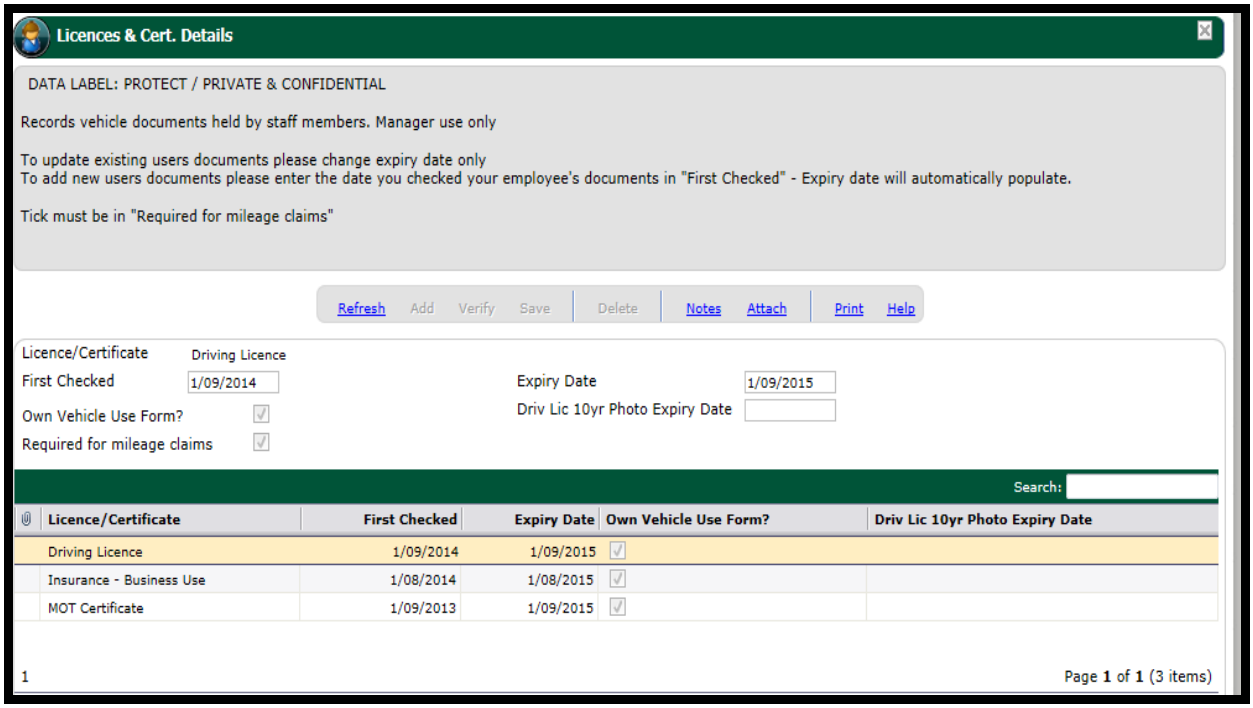
1. Employee Driving Licence and 10 year Photo Card.
2. Insurance Policy stating that they are insured to use their vehicle for work purposes.
3. MOT Certificate
    - If employee's car is **not eligible** for an MOT at this time – Expiry Date should be three years from date of car registration – Manually add date of car registration to "First Checked" and three years from this date should be added to "Expiry Date"

Where an employee changes their car during the annual review period the current insurance document and MOT (if applicable) become invalid. Therefore, the employee must present the new insurance and MOT (if applicable) documents to their manager. If new car is not eligible for an MOT the employee must present new car registration document to their manager who is required to check and update Licence & Details screen in HR21 **before approving any claims.**

Details are updated by going to the **HR** drop down menu and selecting **Licences & Cert. Details**

- Select the relevant employee from your **Staff** list
- Select **Licences & Cert. Details** from the **HR** drop down menu
- Select document which requires to be updated
- Change **Expiry Date** only
- There should be a tick already in "Required for mileage claims" (this must be ticked or employee will not be able to submit a claim)
- There should be a tick already in "Valid Own Vehicle Use Form"
- Click **Save**

Example - Licence & Certs screen

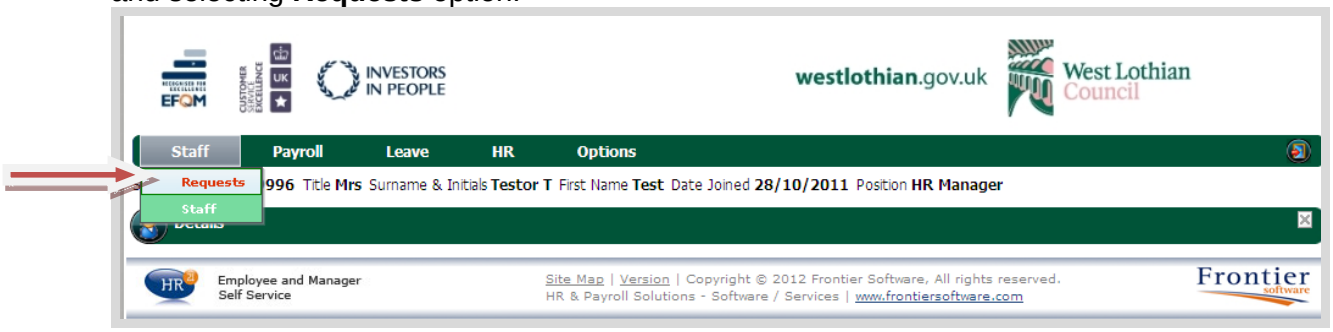

Licences & Cert. Details
DATA LABEL: PROTECT / PRIVATE & CONFIDENTIAL
Records vehicle documents held by staff members. Manager use only
To update existing users documents please change expiry date only
To add new users documents please enter the date you checked your employee's documents in "First Checked" - Expiry date will automatically populate.
Tick must be in "Required for mileage claims"
Refresh Add Verify Save Delete Notes Attach Print Help
Licence/Certificate Driving Licence
First Checked 1/09/2014
Own Vehicle Use Form?
Required for mileage claims
Expiry Date 1/09/2015
Driv Lic 10yr Photo Expiry Date
Search:
Licence/Certificate | First Checked | Expiry Date | Own Vehicle Use Form? | Driv Lic 10yr Photo Expiry Date
Driving Licence 1/09/2014 1/09/2015
Insurance - Business Use 1/08/2014 1/08/2015
MOT Certificate 1/09/2013 1/09/2015
1
Page 1 of 1 (3 items)

6. HOW TO ACCESS AN EMPLOYEE REQUEST

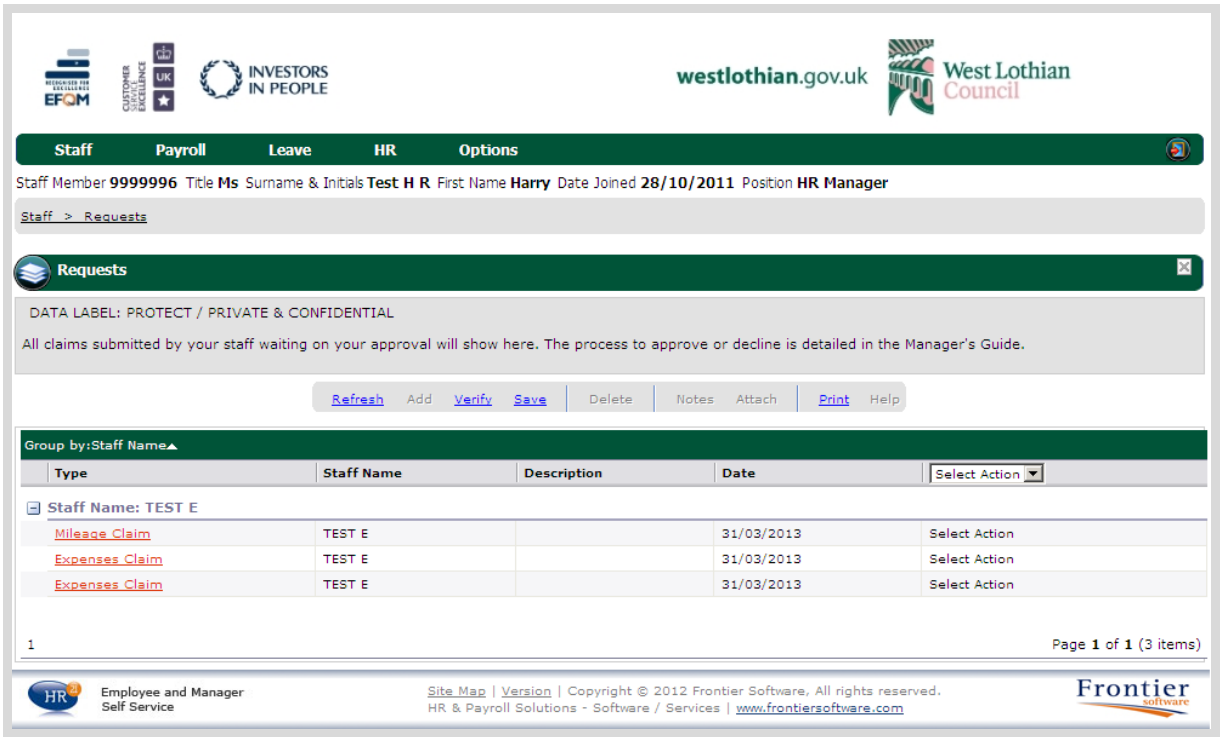
HR21 allows employees to submit claims for overtime, mileage and expenses. Once a claim has been submitted for approval, you will receive an automated email advising you that there is a claim requiring your approval.

If you do not approve the claim within the 7 day period, it will escalate to your line manager for approval.

Requests for overtime, mileage and expenses are accessed by clicking on the **Staff** button and selecting **Requests** option.


INVESTORS IN PEOPLE
westlothian.gov.uk
West Lothian Council
Staff
Payroll
Leave
HR
Options
Requests
Staff
996 Title Mrs Surname & Initials Testor T First Name Test Date Joined 28/10/2011 Position HR Manager
Employee and Manager Self Service
Site Map | Version | Copyright © 2012 Frontier Software, All rights reserved.
HR & Payroll Solutions - Software / Services | www.frontiersoftware.com
Frontier

This will bring up a list of all submissions


INVESTORS IN PEOPLE
westlothian.gov.uk
West Lothian Council
Staff
Payroll
Leave
HR
Options
Staff Member 9999996 Title Ms Surname & Initials Test H R First Name Harry Date Joined 28/10/2011 Position HR Manager
Staff > Requests
Requests
DATA LABEL: PROTECT / PRIVATE & CONFIDENTIAL
All claims submitted by your staff waiting on your approval will show here. The process to approve or decline is detailed in the Manager's Guide.
Refresh Add Verify Save Delete Notes Attach Print Help
Group by:Staff Name
Type
Staff Name
Description
Date
Select Action
Staff Name: TEST E
Mileage Claim TEST E 31/03/2013 Select Action
Expenses Claim TEST E 31/03/2013 Select Action
Expenses Claim TEST E 31/03/2013 Select Action
1
Page 1 of 1 (3 items)
Employee and Manager Self Service
Site Map | Version | Copyright © 2012 Frontier Software, All rights reserved.
HR & Payroll Solutions - Software / Services | www.frontiersoftware.com
Frontier

Claims are submitted a month in arrears and the deadline date for submission of approved claims is the 10th of the month.

7. HOW TO PROCESS AN EMPLOYEE REQUEST

7.1 Arrangements for Payment of Overtime

Overtime at enhanced rates will only apply when 36 hours a week have been worked.

Overtime will only be paid for complete 30 minutes of work.

Employees working overtime must take a break after 6 hours, this break will be unpaid.

Employees graded Band I and over are not entitled to overtime payments.

All claims are submitted and paid a month in arrears and the deadline date for submission of approved claims is the 10th of the month. Any claims approved after the 10th of the month will be carried forward to the next pay period.

All claims are submitted and paid a month in arrears and the deadline date for submission of approved claims is the 10th of the month. It is your responsibility to ensure claims are correct prior to authorising.

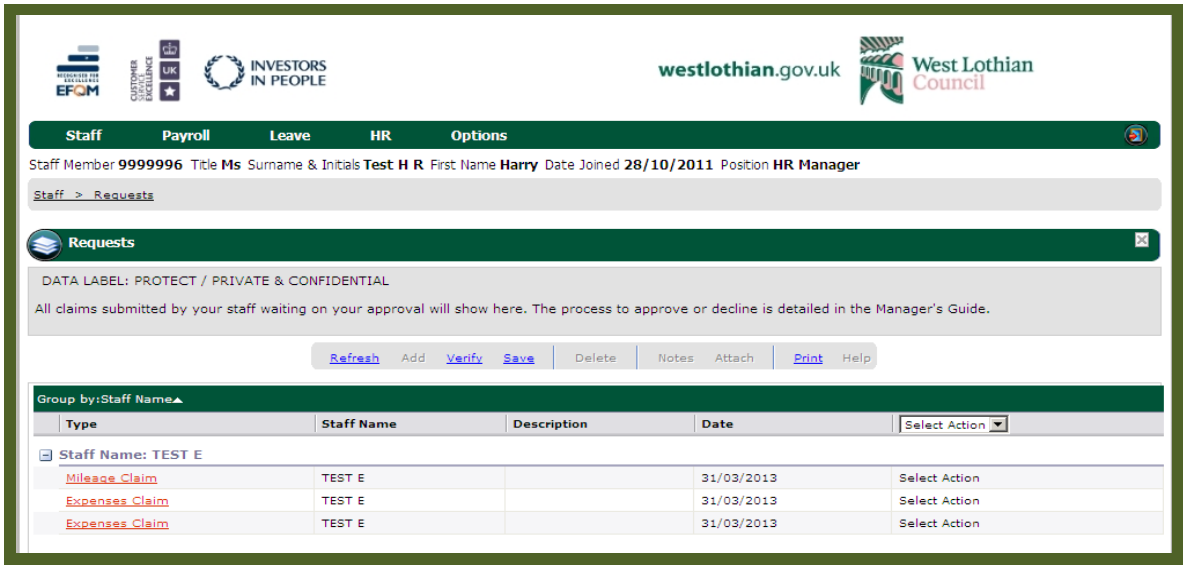
7.2 Arrangements for Approving Mileage and Expenses

Claims for mileage and expenses must be made in accordance with the council's Business Travel and Subsistence Policy which can be found at:
http://www.westlothian.gov.uk/CHttpHandler.ashx?id=1665&p=0

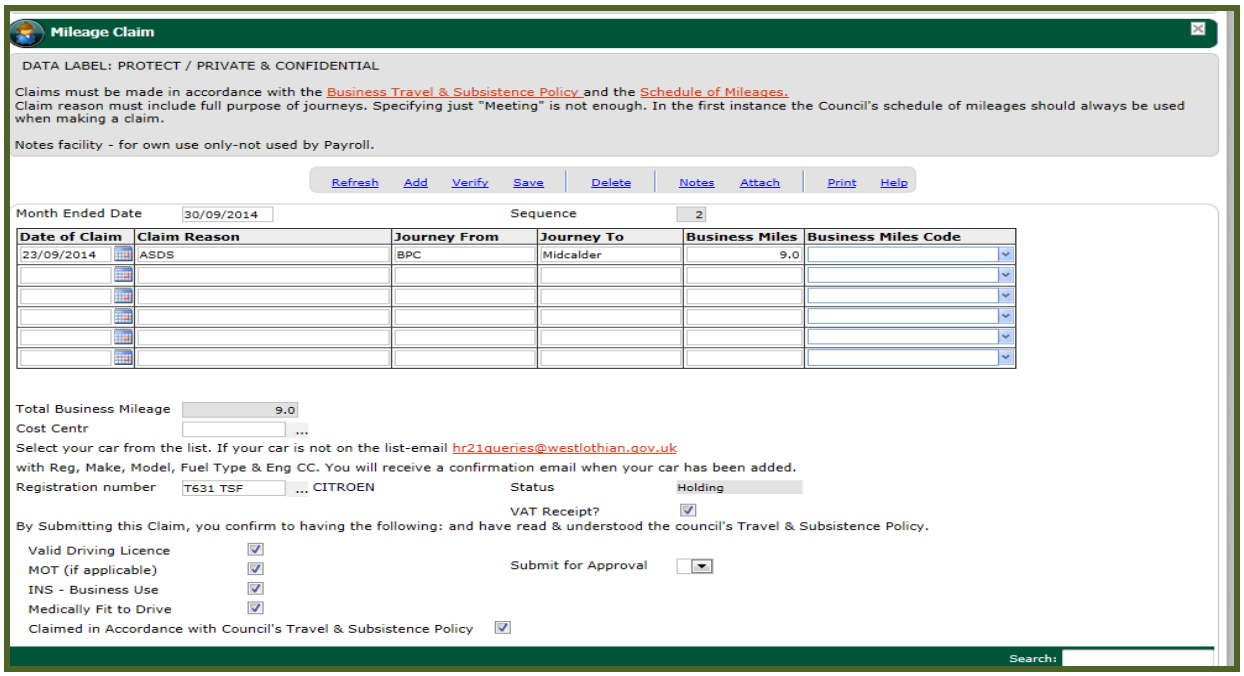
Mileages must correspond with those set out the council's schedule of mileages which can be found at: http://www.westlothian.gov.uk/CHttpHandler.ashx?id=1666&p=0

7.3 Processing an Employee Claim

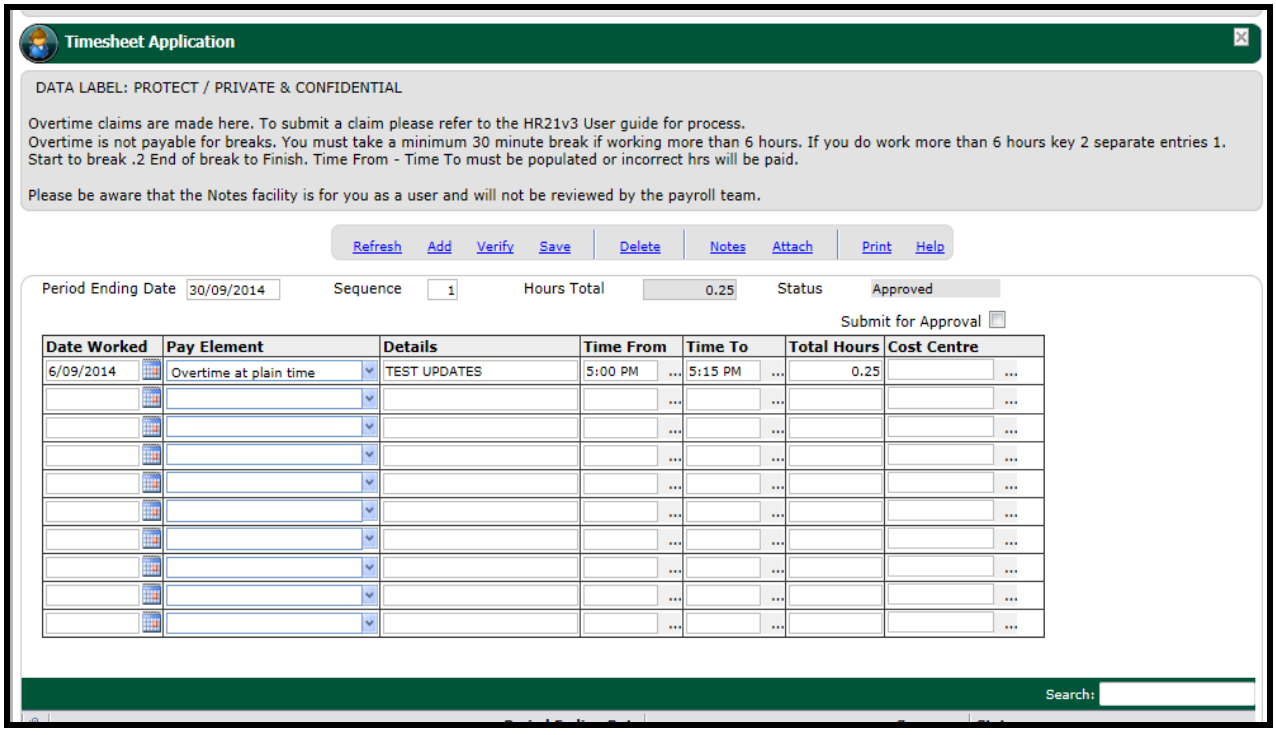
Select each submission (highlighted in Red) to open the form and view the details. Once you have checked the details of each submission you must close the submission (x) and return to **Requests** were they can be approved or rejected.



Example - Mileage submission

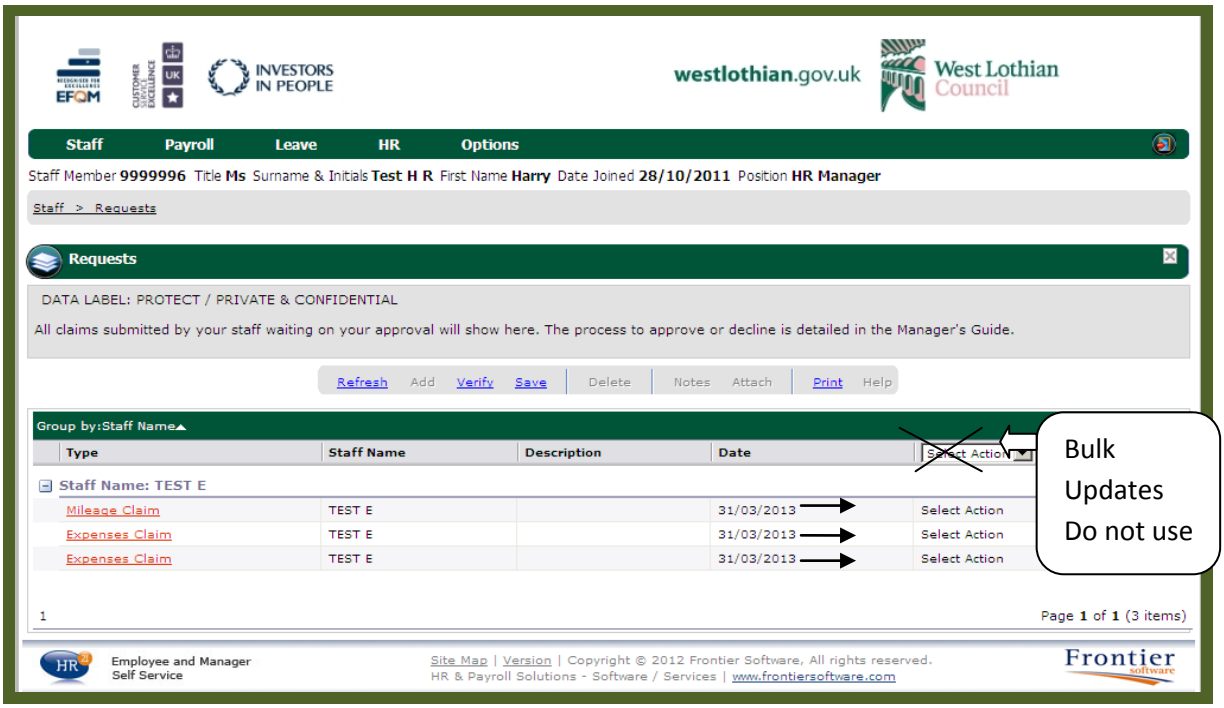

Mileage Claim
DATA LABEL: PROTECT / PRIVATE & CONFIDENTIAL
Claims must be made in accordance with the Business Travel & Subsistence Policy and the Schedule of Mileages.
Claim reason must include full purpose of journeys. Specifying just "Meeting" is not enough. In the first instance the Council's schedule of mileages should always be used when making a claim.
Notes facility - for own use only-not used by Payroll.
Refresh Add Verify Save Delete Notes Attach Print Help
Month Ended Date 30/09/2014
Sequence 2
Date of Claim | Claim Reason | Journey From | Journey To | Business Miles | Business Miles Code
23/09/2014 | ASDS | BPC | Midcalder | 9.0
Total Business Mileage 9.0
Cost Centr
Select your car from the list. If your car is not on the list-email hr21queries@westlothian.gov.uk
with Reg, Make, Model, Fuel Type & Eng CC. You will receive a confirmation email when your car has been added.
Registration number T631 TSF ... CITROEN
Status Holding
VAT Receipt?
By Submitting this Claim, you confirm to having the following: and have read & understood the council's Travel & Subsistence Policy.
Valid Driving Licence
MOT (if applicable)
INS - Business Use
Medically Fit to Drive
Claimed in Accordance with Council's Travel & Subsistence Policy
Submit for Approval
Search:

Example - Overtime submission


Timesheet Application
DATA LABEL: PROTECT / PRIVATE & CONFIDENTIAL
Overtime claims are made here. To submit a claim please refer to the HR21v3 User guide for process.
Overtime is not payable for breaks. You must take a minimum 30 minute break if working more than 6 hours. If you do work more than 6 hours key 2 separate entries 1.
Start to break .2 End of break to Finish. Time From - Time To must be populated or incorrect hrs will be paid.
Please be aware that the Notes facility is for you as a user and will not be reviewed by the payroll team.
Refresh Add Verify Save Delete Notes Attach Print Help
Period Ending Date 30/09/2014
Sequence 1
Hours Total 0.25
Status Approved
Submit for Approval
Date Worked | Pay Element | Details | Time From | Time To | Total Hours | Cost Centre
6/09/2014 | Overtime at plain time | TEST UPDATES | 5:00 PM | 5:15 PM | 0.25
Search:

Click on each submission individually to approve or reject by double clicking **"Select Action" beside each submission** and choose the appropriate option.

As the authorising manager, it is your responsibility to review the details of claims that are submitted for approval. In order to ensure that each claim has been through an appropriate checking process, they must be authorised individually and not as a bulk exercise therefore the Select Action Box beside each submission should be used.


westlothian.gov.uk
West Lothian Council
Staff
Payroll
Leave
HR
Options
Staff Member 9999996 Title Ms Surname & Initials Test H R First Name Harry Date Joined 28/10/2011 Position HR Manager
Staff > Requests
Requests
DATA LABEL: PROTECT / PRIVATE & CONFIDENTIAL
All claims submitted by your staff waiting on your approval will show here. The process to approve or decline is detailed in the Manager's Guide.
Refresh Add Verify Save Delete Notes Attach Print Help
Group by:Staff Name
Type
Staff Name
Description
Date
Select Action
Staff Name: TEST E
Mileage Claim TEST E 31/03/2013 Select Action
Expenses Claim TEST E 31/03/2013 Select Action
Expenses Claim TEST E 31/03/2013 Select Action
Bulk Updates Do not use
Page 1 of 1 (3 items)
Employee and Manager Self Service
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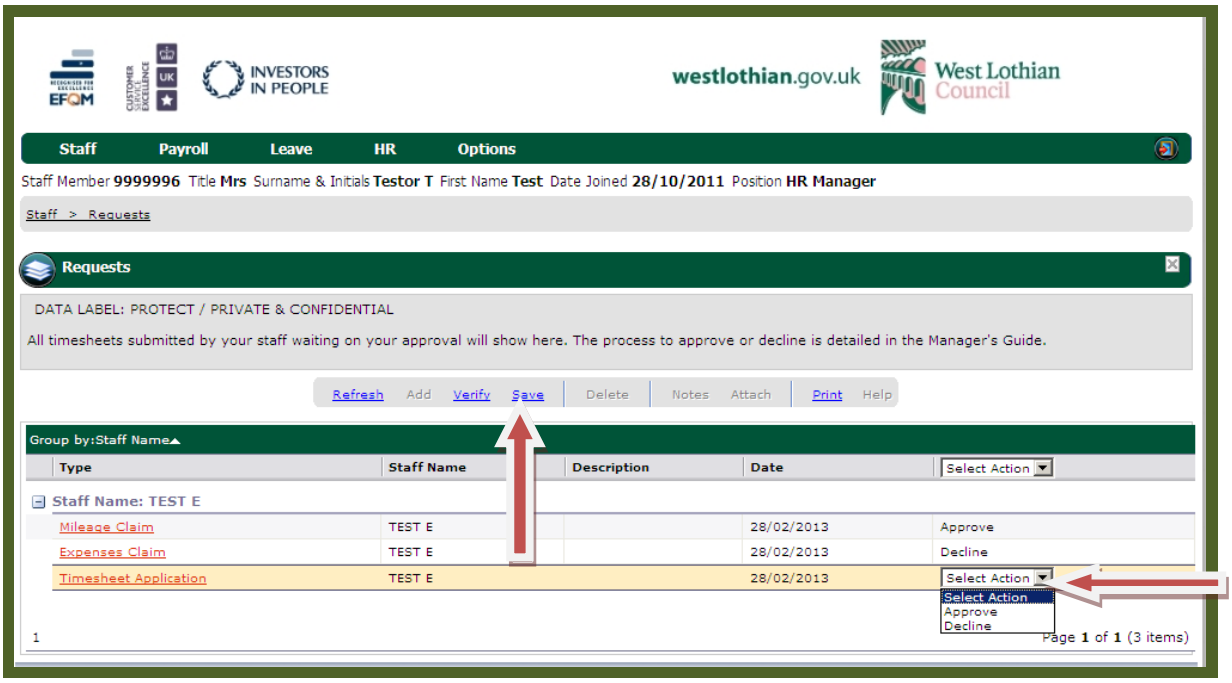
HR & Payroll Solutions - Software / Services | www.frontiersoftware.com
Frontier software


westlothian.gov.uk
West Lothian Council
Staff
Payroll
Leave
HR
Options
Staff Member 9999996 Title Mrs Surname & Initials Testor T First Name Test Date Joined 28/10/2011 Position HR Manager
Staff > Requests
Requests
DATA LABEL: PROTECT / PRIVATE & CONFIDENTIAL
All timesheets submitted by your staff waiting on your approval will show here. The process to approve or decline is detailed in the Manager's Guide.
Refresh Add Verify Save Delete Notes Attach Print Help
Group by:Staff Name
Type
Staff Name
Description
Date
Select Action
Staff Name: TEST E
Mileage Claim TEST E 28/02/2013 Approve
Expenses Claim TEST E 28/02/2013 Decline
Timesheet Application TEST E 28/02/2013 Select Action
Select Action
Approve
Decline
Page 1 of 1 (3 items)

Finally click on **save** to complete the process. The employee will receive an email message informing them that you have approved or rejected their claim.

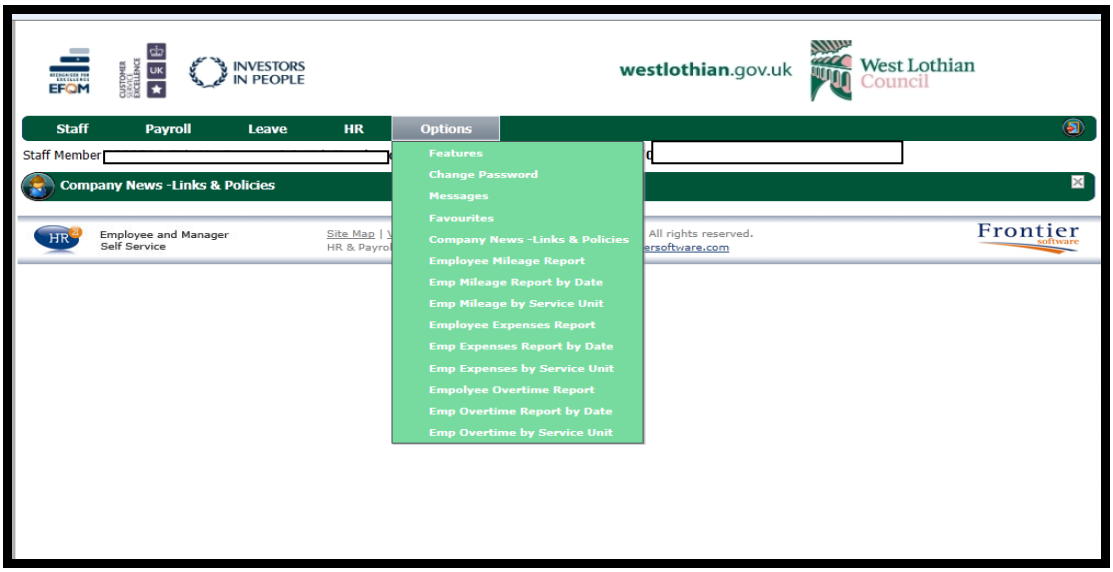
8. REPORTS

The reports held within HR21 allow you to review all information relating to your employees claims (i.e. Mileage / Expenses / Overtime) which have been paid to them in their salaries.

Access to reports has been given to all managers with responsibility for a Functional Area within the council. It is the responsibility of all such managers to run these reports on a monthly basis to allow for review of all claims authorised in the preceding month.

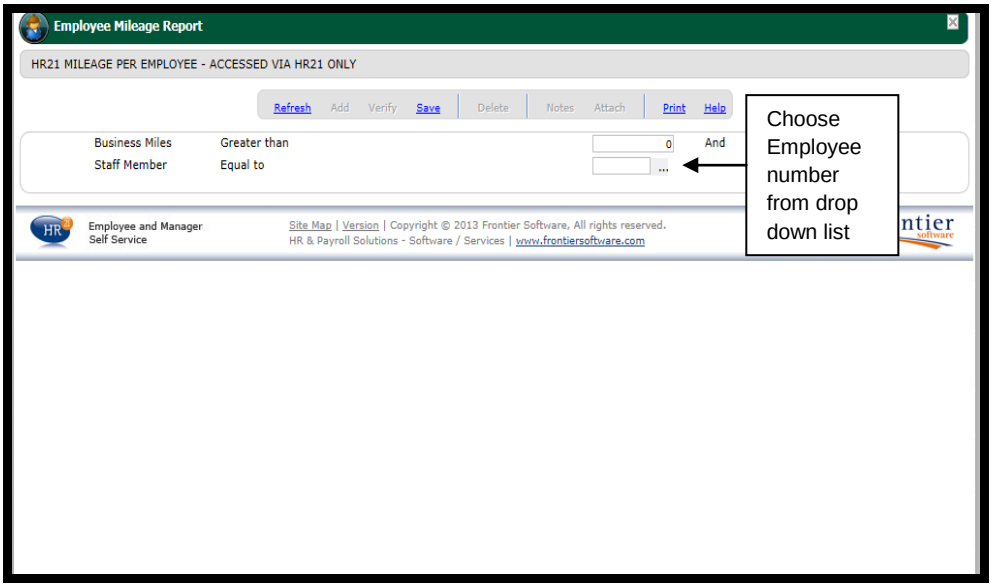
If you do not have access to run these reports and require information on claims made by employees in your team you should discuss with your line manager.

8.1 Accessing Reports



- Select **Options** menu
- You can see nine reports available to run and print if necessary
  - Employee Mileage Report
  - Emp Mileage Report by Date
  - Emp Mileage by Service Unit
  - Employee Expenses Report
  - Emp Expenses Report by Date
  - Emp Expenses by Service Unit
  - Employee Overtime Report
  - Emp Overtime Report by Date
  - Emp Overtime by Service Unit

Example - Employee Mileage Report


Employee Mileage Report
HR21 MILEAGE PER EMPLOYEE - ACCESSED VIA HR21 ONLY
Refresh Add Verify Save Delete Notes Attach Print Help
Business Miles Greater than 0 And
Staff Member Equal to
Choose Employee number from drop down list
Employee and Manager Self Service
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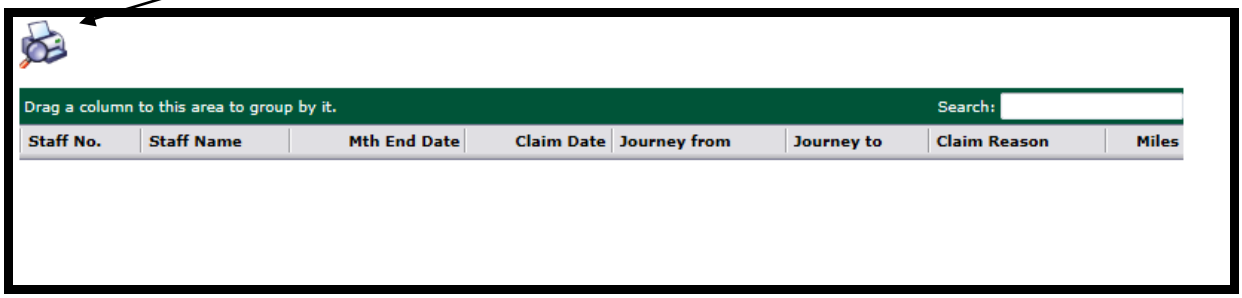
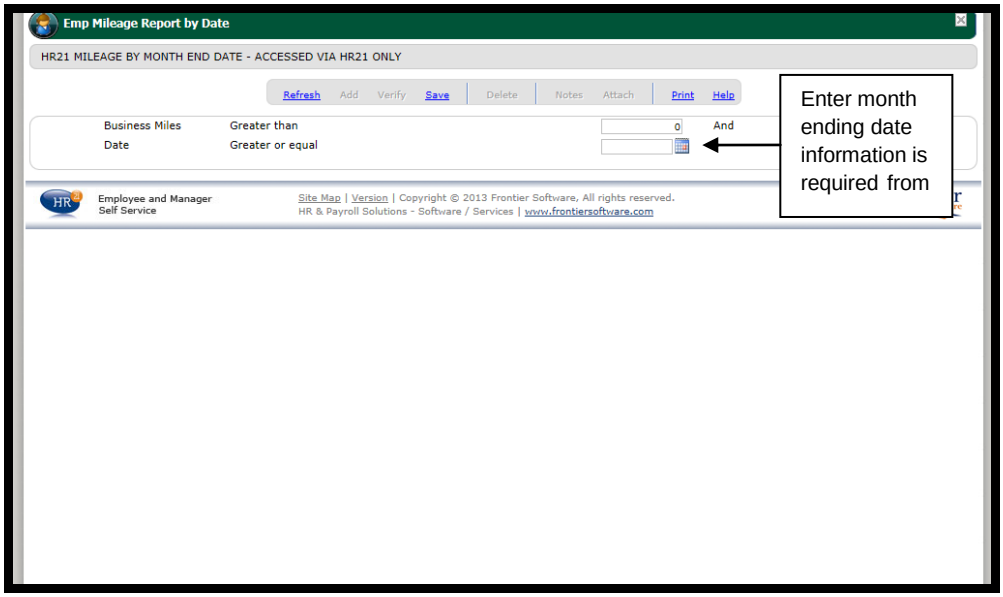
- To view or print e.g. " Employee Mileage Report"
  - Select required report from drop down menu under **Options**
  - Select employee from drop down box
  - Click on **Save**
  - Report will show all employee's processed Mileage claims
  - If you wish to **print** report – **when report is visible on screen – click the print icon**



Same process applies to all individual employee reports.

Example - Mileage Report by Date


Emp Mileage Report by Date
HR21 MILEAGE BY MONTH END DATE - ACCESSED VIA HR21 ONLY
Refresh Add Verify Save Delete Notes Attach Print Help
Business Miles
Greater than
0
And
Date
Greater or equal
Enter month ending date information is required from
Employee and Manager Self Service
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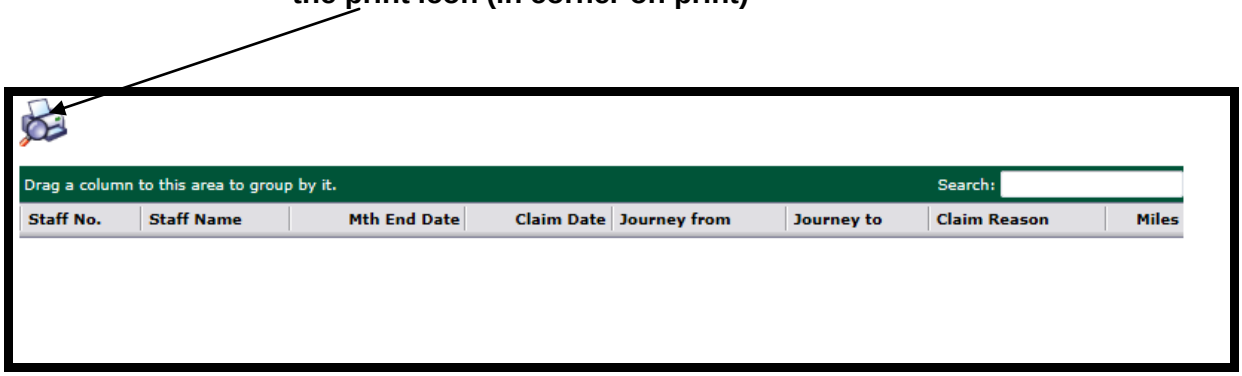
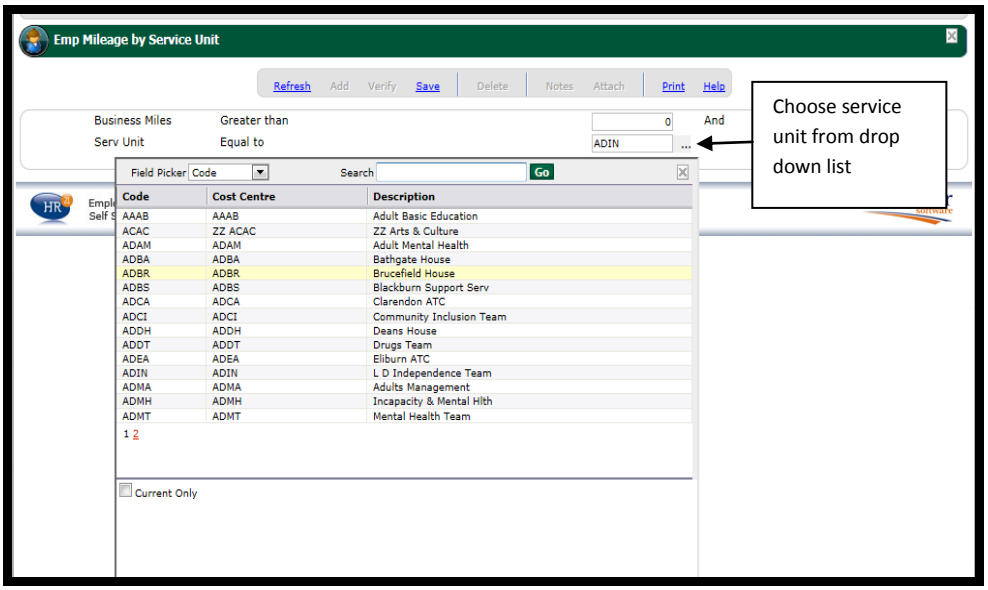
- To view or print e.g. "Emp Mileage Report by Date"
  - Select required report from drop down menu under **Options**
  - Enter date report is required from – should always be a month ending date e.g. 30/04/14
  - Click on **Save**
  - Report will show all employees processed Mileage claims from that date onwards
  - If you wish to **print** report – **when report is visible on screen – click the print icon (in corner on print)**



Same process applies to all reports by date

Example – Employee Mileage by Service Unit



- To view or print e.g. “Emp Mileage by Service Unit”
- Select required report from drop down menu under **Options**
- Select relevant Service Unit (Designated managers will only have access to run their own service unit)
- Click on **Save**
- Report will show all employees processed Mileage claims within that service unit
- If you wish to **print** report – **when report is visible on screen** – **click the print icon (in corner on print)**

Same process applies to all reports by Service Unit

9. HOW TO EXIT HR21

It is important to ensure that you always securely log out of the system by clicking on the door icon in the top right hand corner of the screen.

INVESTORS IN PEOPLE
westlothian.gov.uk
West Lothian Council
Staff
Payroll
Leave
HR
Options
View Self | Staff Member 9999995 Title Mrs Surname & Initials Test Z First Name Zoey Date Joined 23/06/2003 Position HR Worker
Previously Visited Pages
Leave > Sickness Trigger Record
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